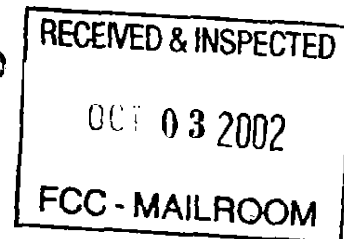


ORIGINAL

Office of the Secretary of the FCC
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

19 September 2002



Subject: "EX PARTE COMMENT FOR DOCKET NUMBER 90-571 on NECA FUNDS and "EX PARTE COMMENT TO DOCKET NUMBER 98-67 ON TRS/STS OUTREACH"

Dear Secretary

We are very pleased that Maryland has a strong STS Outreach service. I live in Maryland and am glad that telephones are accessible to people with speech disabilities here. I encourage Telecommunications Access of Maryland to increase its STS outreach funding. Maryland was once first in the nation in the number of STS calls per capita. I would like to see Maryland regain that position.

We do encourage AT&T to improve its STS services. Many AT&T Communications Assistants (CAs) have southern accents which are difficult to for people outside the South to understand. CAs should speak with accents appropriate to the area of the country which they serve. In addition, many AT&T CAs appear reluctant to revoice what consumers say. CAs need to be more willing to revoice.

CONCLUSION

I encourage Telecommunications Access of Maryland to work to increase Maryland's **STS** call volumes and we encourage AT&T to improve its quality of service.

Sincerely,

A handwritten signature in cursive script that reads "Rebecca Ladew".

Rebecca Ladew
1608 Roundhill Road
Baltimore, MD 21218-2213

cc: Disability Rights Office
Consumer Information Bureau
Federal Communications Commission, Room 6C-447
445 12th Street SW
Washington, DC 20554

cc: Teresa Feeney
AT&T Customer Care
100 S. Jefferson Street, Suite 115
New Castle, PA 16101

cc: Brenda Kelly Frey
Telecommunications Access of Maryland
301 W. Preston Street, Room 1008A
Baltimore, MD 21201

0
No. of Copies
List ASONE

cc: State Of Maryland
Department Of Budget And Management
Telecommunications Access Of Maryland
301 West Preston Street Suite 1008a
Baltimore, MD 21201

cc: **Bob** Segalman, Ph.D.
Department of Rehabilitation
Att: Program Evaluation
2000 Evergreen Street
Sacramento, CA 95815